



PPG Agenda 29.10 .2013

Whitegate Medical Centre, Room 1 - 6 p.m.

Attendees (8): John Butler, Ann Allen, Gavin Quick, Peter Wild, Viv Critchley, Jo Booth, Susan Stratton, Mike Wain

1. Chair's remarks

- a. John had had an issue with sending online prescription requests. Mike had stated that he had tried to replicate the error by sending a request from a PC outside of the practice and this was successful. Mike also confirmed that we had continued to receive online prescription requests throughout the weekend and no other patients had reported problems. John to monitor and let Mike know if the problem recurs.

2. Minutes of previous meeting

- a. Some details were missing from the previous minutes. See matters arising

3. Matters Arising

- a. Some of the items seemed to have been missed from the previous minutes
- b. Information on transport for those attending BVH & Clifton Hospital. Gavin had provided a spreadsheet with the various bus routes
- c. Report on prescriptions
- d. Flu clinics to take place in October
- e. Posters for the PPG to be displayed in both surgeries
- f. Senior voice forum to display posters in both surgeries. Posters to be sent to MW
- g. There was an issue regarding discharge medications
 - i. It was felt that BVH used the 'green bag' method to take current medications off patients on arrival, but it was not always made clear what medications patients were being discharged with. Sometimes this happened when pharmacists had finished work before patients being discharged (I.e. Outside normal working hours). An exemplar organisation was said to be Trinity. Gavin to take forward to the PPG network

4. Way forward in 2014

- a. Peter wild gave the following suggestions
 - i. Waiting room at Adelaide Street - no clinician specific directions from the touch screen. MW to look into as a matter of urgency
 - ii. Send-in notifications, no sound on the TV to inform patients. MW to look into as a matter of urgency
 - iii. Housebound patients - how frequently do we visit housebound patients? MW informed Peter that we see all of our housebound patients at least once every 6 months via Steve Braithwaites medication reviews, plus other agencies such as Rapid Response. Two Patients

that Peter knew (one with MS and one with Muscular Distrophy) had not been seen for some time, though it was confirmed that they were not our patients.

- b. John Butler
 - i. Hatched area at Adelaide Street - strictly no parking on hatched area please, as previously cars had been parked here preventing access to the building via the steps.
 - c. Ann Allen
 - i. Patients not queuing at the right end of the barrier at Harris Medical Centre
 - d. Gavin Quick suggested a PPG open day. 186 patients recently attended a similar event at Glenroyd MC at Moor Park. Perhaps we should look at having one that would incorporate a PPG stand, meet the new doctors, charities, disease-specific talks, online booking, pharmacy
 - e. Target of 500 virtual PPG members
5. Communications
6. Patient Survey (M Wain)
- a. This would be sent out in the next week. It would go out to all of the PPG, Virtual PPG and also be put into waiting rooms.
7. Fylde Coast Community Radio
- a. John Butler tabled the opportunity to be interviewed on air via Fylde Coast Community Radio
8. Patient Participation Network
- a. Gavin gave an update on the last meeting held;
 - i. Presentation by Jeannie Hayhurst on 'Altogether Now', which is a collaboration between Blackpool FC, NHS Blackpool, Blackpool Council. The recent 'know your number' campaign to target undiagnosed hypertension was a great success and had achieved its targets
 - ii. Shared surgeries
 - iii. Blackpool CCG prospectus was discussed
 - iv. 'Shaping the future' event at Raikes Hall
 - v. Dr Amanda Doyle to attend next meeting
9. PPG Network Update
10. Fylde Coast community Health Network update
11. AOB
- a. Christmas meal - to be discussed at next meeting (Provisionally pencilled-in for Tuesday, 28th January 2013)
 - b. Post-meeting, Mike had received apologies from Richard Watkinson who had been delayed at a meeting in Preston
12. Future Meeting Dates: 3rd Dec Whitegate Medical Centre Room 1, 6 p.m.
- a. Jo Booth to chair